

APPENDIX 4C

PERFORMANCE INDICATORS

See attached table.

The Performance Indicators include all provisions of the relevant sections of this Schedule referenced in the table and all other Services required or reasonably inferred to be required to perform the relevant Performance Indicator. The Performance Indicators identified will not limit the scope of the Services to be performed.

Table from Appendix 8D - referenced here for convenience

**Response Time and Rectification Period requirements
in respect of Service Failures**

Service Failure Designation (pursuant to Schedule 4)	Response Time	Rectification Period (Hours)
High	15 minutes	4
Medium	30 minutes	24
Low	2 hours	168

Recording Frequency

PR = Per Request PO = Per Occurrence D = Daily	W = Weekly M = Monthly Q = Quarterly S = Twice per year	A = Annually R = Randomly, at any moment
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Performance Indicators

No.	Schedule Reference	Section Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
1			All failures to comply with the Plans, Operational Policies and Procedures or any other obligation that are not listed in the balance of this Appendix.	Low	2 hours	168 hours	PO

Performance Indicators							
No.	Schedule Reference	Section Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
2	Schedule 4	Failure to comply with Section 1.7.2.6(3) for each Project Co Person	Failure for each Project Co Person engaged in the delivery of the Services at all times to comply with all applicable Laws, Authority Policies and Procedures, Operational Policies and Procedures and other requirements of this Agreement, including those related to security clearances; personal identification and Facility access control; immunization and infection control; and tool control.	High	15 min	4 hours	PO

Performance Indicators							
No.	Schedule Reference	Section Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
3	Schedule 4	Failure to comply with Sections 1.7.2.6(4)	Failure of Project Co to provide the training for each Project Co Person engaged in the delivery of the Services, with regard to all relevant health and safety standards associated with the Services to be performed and the rules, policies and procedures established by Project Co concerning health and safety at work; all applicable fire precautions, procedures and contingency plans; and handling and usage of chemicals, including pesticides, herbicides and fertilizers, and other Hazardous Substances applicable to the Services to be performed, delivery of all security services.	High	15 min	4 hours	PO
4	Schedule 4	3.3 Failure to prepare Plans	Failure to submit Plans required by this Schedule 4	High	15 min	4 hours	PO

Performance Indicators							
No.	Schedule Reference	Section Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
5	Schedule 4	Failure to comply with Section 3.7.1.2(3)	Failure of Project Co to carry out all occupational, health and safety and risk management responsibilities with respect to the Services, including administering and managing Project Co's compliance with its health and safety obligations insofar as they relate to the provision of the Services; and have received all immunizations required by applicable Law, Authority Policies and Procedures, Operational Policies, and this Agreement, at no cost to the individual, and that Project Co retains records of such immunizations in accordance with Schedule 14 [Records and Reports].	High	15 min	4 hours	PO
6	Schedule 4	Part 4. Performance Monitoring and Reporting	Failure to provide the Performance Monitoring Report with the form and content set out in the Agreement.	Medium	30 min	24 hours	M
7	Schedule 4	4.11 Authority Satisfaction Assessments	Failure to conduct an Authority Satisfaction Survey annually as set out in the Agreement.	High	N/A	N/A	A

Performance Indicators							
No.	Schedule Reference	Section Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
8	Schedule 4	4.11 Authority Satisfaction Assessments	Failure to achieve a satisfaction rating of more than 65% in the Authority Satisfaction survey.	Medium	N/A	N/A	A
9	Schedule 4	4.11 Authority Satisfaction Assessments	Failure to achieve a satisfaction rating of 85% or greater in respect of a Surveyed Element for which Project Co received a satisfaction rating between 65% and 84.9% during the previous survey.	Medium	N/A	N/A	A
10	Schedule 4	3.9 Annual Service Plans	Failure to comply with the content of the REVIEWED Annual Service Plan.	High	15 min	4 hours	PO
11	Schedule 4 and Schedule 14		Failure to meet all of the required reporting and quality monitoring requirements as described in Schedule 4 [Services Protocols and Specifications] and Schedule 14 [Records and Reports]. This includes, but is not limited to, maintaining appropriate records in relation to all permits, licenses, test certificates and approvals.	Medium	30 min	24 hours	PO

Performance Indicators							
No.	Schedule Reference	Section Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
12	4D - Plant Services	4. Building and Equipment Maintenance	Failure to complete a minimum of 85% of Scheduled Maintenance within the planned month and any deferred Scheduled Maintenance is completed within the following month and associated CMMS records are provided to the Authority.	High	N/A	N/A	M
13	4D - Plant Services	8. Elevators and Vertical Transportation Services	Failure to achieve a minimum of 95% Elevator Availability.	High	N/A	N/A	M
14	4D - Plant Services	Part 15. Communications Systems Maintenance and Support	Failure to provide 100% functioning wireless services	High	15 min	4 hours	M
15	4E - Roads, Grounds and Landscape Maintenance Services	Table 1 Roads Grounds and Landscape Maintenance	Failure to ensure camera views are not obscured by trees, shrubs or hedges.	High	15 min	4 hours	PO
16	4E - Roads, Grounds and Landscape Maintenance Services	Table 1	Failure to keep roads clear of any obstruction that inhibits emergency vehicle access.	High	15 min	4 hours	PO

Performance Indicators							
No.	Schedule Reference	Section Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
17	4E - Roads, Grounds and Landscape Maintenance Services	2.1.1.8	Failure to comply with the snow and ice removal standards.	High	15 min	4 hours	PO
18	4F - Help Desk Services	1.2.1.6	Failure to respond within 30 seconds for at least 90% of calls and within 60 seconds for 100% of calls.	Medium	30 min	24 hours	M
19	4F - Help Desk Services	1.2.1.11(3)	Failure to release a trapped occupant within the rectification period specified in this section. (Discuss/research acceptable length of time to free trapped occupant)	High	15 min	4 hours	PO
20	4F - Help Desk Services	1.2.1.11(4)	Failure to provide training twice per year to Authority and Security Persons to release elevator occupants from the elevator when necessary.	High	N/A	N/A	S
21	4G - Utility Management Services		Where redundant utility systems are specified in Schedule 3, a failure to make these systems available at all times.	High	15 min	4 hours	PO
22	4G - Utility Management Services	1.2.2.6	Failure to Provide notice to the Authority of any scheduled utility interruptions of which Project Co	Medium	30 min	24 hours	PO

Performance Indicators							
No.	Schedule Reference	Section Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
			has notice.				
23	2D Energy	9.6.3.1(2)(e)	Following testing and during normal operations, failure to provide 24 hours of capacity in the Diesel Generator System.	High	15 min	4 hours	PO
24	Schedule 6	2.2	Failure to provide the Minor Works in accordance with the 'Direction for Minor Works' section of Schedule 6.	Medium	30 min	24 hours	PO
25	Schedule 8	3.12	Failure to comply with Law while carrying out Rectification or works of Temporary Repair.	High	15 min	4 hours	PO
256	Schedule 8	3.12	Failure to comply with Good Industry Practice while carrying out Rectification or works of Temporary Repair.	Low	2 hours	168 hours	PO
27	Schedule 4	Part 5	Failure to comply with the requirements of Part 5. Creative Activity in supporting the operation of an art and design university.	Medium	30 min	24 hours	PO

Performance Indicators							
No.	Schedule Reference	Section Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
28	Schedule 4	Part 6	Failure to provide a fully functional Computerized Maintenance Management System and customized reports as required Part 6 Computerized Maintenance Management Systems	Medium	30 min	24 hours	M

END OF SECTION